



Australian Government

Community
Grants Hub
Improving your grant experience



Settlement Engagement and Transition Support (SETS) - Community Capacity Building

Feedback for applicants

Overview


Settlement Services provides a comprehensive range of activities that aim to address the needs of refugees, humanitarian entrants and other vulnerable migrants by delivering services that assist them to become fully functioning members of society and promote social cohesion and productive diversity within the Australian Community.

The objective of Settlement Engagement and Transition Support (SETS) - Community Capacity Building is to empower new and emerging community groups and organisations to support their specific communities. Support may include development of leadership and governance skills, linkages to the broader community, interaction with government and local stakeholders, and access to resources and facilities.

Selection Process

The Community Grants Hub used an open selection process to select 24 providers to deliver SETS - Community Capacity Building.

The Community Grants Hub assessed 129 applications for funding, each of which was required to address the following four assessment criteria:

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- 1) Demonstrate your understanding of the need for SETS – Community Capacity Building within the target community/communities.**
 - 2) Describe how the SETS - Community Capacity Building activity will achieve positive outcomes for all stakeholders.**
 - 3) Demonstrate your organisation’s capability to successfully deliver the grant activity in the chosen community/communities on time and within budget.**
 - 4) Criterion 4: Demonstrate your organisation’s experience developing, implementing, managing and monitoring grant activities to achieve grant objectives for all stakeholders.**

Selection Results

Twenty-four organisations were selected to deliver SETS - Community Capacity Building.

The selected organisations provided strong responses to the selection criteria and demonstrated their ability to meet the eligibility requirements outlined in the Grant Opportunity Guidelines. Further detail about what constituted a strong response to each criterion is provided below.

In addition to the selection criteria, consideration was given to the following issues: distribution of providers across all locations, existing and/or potential market failure, value for money, and possibility of duplication with other Commonwealth/state/territory government programs/service delivery (if known).

Criterion 1: Demonstrate your understanding of the need for SETS - Community Capacity Building within the target community/communities.

Your response should provide supporting evidence of the:

- Gaps in service delivery within the target community/communities.
- Need to build capacity of smaller organisations and/or key individuals in communities, and how implementation of the service will benefit the target group.

Strength	Example
<p>Strong applications clearly provided supporting evidence of the gaps in service delivery within the target community/communities.</p>	<p>Strong responses:</p> <ul style="list-style-type: none"> • Provided sufficient evidence, for example, Settlement Information Report data, demonstrating that the target groups are settling in the service areas applied for. • Identified gaps and provided an evidence-based explanation of the need for services within the service area for the target community (data, reports, community consultations etc.). • Demonstrated a link between the movement of target groups into the target area, and how this impacts on service delivery within the area (increased demand, unmet need, lack of uptake etc.).
<p>Strong applications clearly provided supporting evidence of the need to build capacity of smaller organisations and/or key individuals in communities, and how implementation of the service will benefit the target group.</p>	<p>Strong responses:</p> <ul style="list-style-type: none"> • Identified research and data from reputable sources that supported program objectives, linking delivery of services and the benefits to the target community. • Established a link between activities that build the capacity of community leaders and organisations and how target groups are better able to support vulnerable communities and their members as a result. • Using evidence, identified how the lack of capacity within leaders and the community is impacting on the outcomes of the target group. • Identified how the proposed activity will benefit the target group.

Criterion 2: Describe how the SETS - Community Capacity Building activity will achieve positive outcomes for all stakeholders.

Your response should explain:

- Your presence in the community and how your organisation will engage with the target community and relevant stakeholders.
- How you will involve in the activity key stakeholders and governing bodies within the target community.
- How positive outcomes will be sustained beyond the duration of the activity.

Strength	Example
<p>Strong applications clearly explained the organisations presence in the community and how the organisation will engage with the target community and relevant stakeholders.</p>	<p>Strong responses clearly described:</p> <ul style="list-style-type: none"> • The applicant’s experience delivering services for the target group in the nominated area, for example, recognition of their service delivery, numbers of clients assisted, and community connections. • Strategies and approaches that the applicant will utilise to engage with clients and other stakeholders, and how they will determine priorities. • The development and delivery of activities that build capacity within target communities and leaders, including promoting available services.
<p>Strong applications clearly explained how the organisation will involve in the activity key stakeholders and governing bodies within the target community.</p>	<p>Strong responses clearly described:</p> <ul style="list-style-type: none"> • Key stakeholders and governing bodies within the community, and the how they will be involved in the activity.
<p>Strong applications clearly explained how positive outcomes will be sustained beyond the duration of the activity.</p>	<p>Strong responses:</p> <ul style="list-style-type: none"> • Explicitly identified how the activity will result in positive outcomes for the community, including addressing how the gaps in service delivery will be filled and sustained in the long term. • The knowledge, skills and experience that will be developed and leveraged to enable key community members and organisations to support their community and reduce reliance on support services.

Criterion 3: Demonstrate your organisation’s capability to successfully deliver the grant activity in the chosen community/communities on time and within budget.

Your response should outline:

- The number of key staff that will manage and/or deliver your organisation’s activity, and outline their relevant capabilities (experience, skills and qualifications).
- The governance structure, management, financial and administration systems that your organisation will use to support the administration and delivery of the activity.
- Your organisation’s approach to delivering culturally competent services to address the particular needs of humanitarian entrants and other vulnerable migrants.

Strength	Example
<p>Strong applications clearly demonstrated the number of key staff that will manage and/or deliver the organisation’s activity, and outlines the relevant capabilities (experience, skills and qualifications).</p>	<p>Strong responses clearly described:</p> <ul style="list-style-type: none"> • The specific staff that will manage and deliver the activity, their qualifications, skills and experience relevant to successful service delivery. • Consortium arrangements, if relevant, including key staff in member organisations and how they contribute to service delivery.
<p>Strong applications clearly demonstrated the governance structure, management, financial and administrative systems that the organisation will use to support the administration and delivery of the activity.</p>	<p>Strong responses clearly described:</p> <ul style="list-style-type: none"> • Governance structures, including details of the Board, the CEO or equivalent, and other Senior Staff relevant to delivering SETS in the organisation, including their skills, experience and qualifications. • Adherence to any relevant legislative guidelines. • Key details of financial, administrative, reporting, auditing and quality assurance systems within the organisation, and how performance is measured.
<p>Strong applications clearly demonstrated the organisation’s approach to delivering culturally competent services to address the particular needs of humanitarian entrants and other vulnerable migrants.</p>	<p>Strong responses clearly described:</p> <ul style="list-style-type: none"> • Approaches to ensuring that staff and volunteers are culturally competent, for example, attendance at cultural competence training. • Details on policies for engaging interpreters when working with culturally and linguistically diverse (CALD) clients. • If bicultural or multilingual staff are employed to engage and support CALD clients.

Criterion 4: Demonstrate your organisation’s experience developing, implementing, managing and monitoring grant activities to achieve grant objectives for all stakeholders.

Your response should demonstrate your organisation’s:

- Experience developing and delivering grant activities.
- Ability to effectively manage grant funding, meet reporting requirements and maintain service delivery standards.

Strength	Example
<p>Strong applications clearly demonstrated experience developing and delivering grant activities.</p>	<p>Strong responses:</p> <ul style="list-style-type: none"> • Provided examples of other activities the applicant has delivered with grant funding from various sources, including the intention and outcomes of the activities. • Provided examples of grants that relate to support for migrants and refugees, or other vulnerable cohorts. • Included details of the amounts and years grant funding has been received, and whether it was recurrent. • The applicant’s role in the activities as project lead.
<p>Strong applications clearly demonstrated an ability to effectively manage grant funding, meet reporting requirements and maintain service delivery standards</p>	<p>Strong responses clearly described:</p> <ul style="list-style-type: none"> • Organisational administration, governance and financial systems/frameworks which explicitly support grant funding management, reporting and service delivery. • A history of grant funded activities being successfully acquitted without issues, recurrent funding for activities and quality outcomes. • An understanding of or experience using relevant reporting systems to capture data and measure key performance indicators. • How service delivery is being continuously improved, including adherence to relevant accreditations for service delivery. • The types of grants delivered and examples of providing the activities on time and within budget. • Client feedback and complaints process.